

Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA)
Maryland Health Benefit Exchange (Exchange)
SOLICITATION NO. EXCHANGE – (DHMSO294031)
Vendor Question Responses - Published 12/09/2011

Reference Section / Page Number	Claryifying Question	MD Response
P. 2 Key Information & P. 25 Proposal Format	On page 2, it indicates to submit the proposal to OITProcurement email address and on page 25 it suggests to submit hardcopies.	Per Section 3 - Proposal Format, both hard copies and electronic copies are required.
P. 25 Proposal Format	On page 25 Section A, the RFP document suggests that the Technical proposal can be 40 pages, but in Section C on the same page, it indicate the size to be 20 pages.	Page limit for the technical proposal is 40 pages.
P. 2 Key Information	The RFP is dated as 12-2-2011 but was not distributed to the eBidmarketplace group until yesterday on 12/5/2011 at 11.27 AM. I understand the urgency regarding this RFP proposal, hence I am requesting time to submit on Monday 12/12/2011 instead of 12/9/2011, where I will be able to effectively use the two days to comply with the request.	The new submission deadline is December 16th.
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General	Requested an extension. Will this solicitation be assigned a number?	It has a number: DHMSO303291
General	Could you please let me know if there is a incumbent for Program Management Office (PMO) RFP	There are individually contracted resources who are currently fulfilling similar roles today on behalf of the Exchange.
P. 4 Background, General Requirements	2. In the Sec 1, Subsection 4 – General Requirements , we would like to validate that the Project Requirement (+\$30-50m) applies to contractor resources only.	The requirement “Five years major project (+\$30-50M) implementation oversight experience” applies to the individuals proposed by the offeror and not the company providing the resources.
P. 19 Scope of Work, Contract Personnel Expertise	1. We see a PM, Functional Lead/SME, Senior Technical Architect, Business Process Consultant, 3 Systems Analysts and 4 Business Analysts. Which of these positions are considered Key Personnel?	The PM, Functional Lead/SME, Senior Technical architect, and Business Process Consultant should be considered key personnel.
P. 4 Background, General Requirements	2. In #4 General Requirements, (page 4), do these requirements apply to all resources submitted?	The collective experience of the key personnel list above should meet the General requirements on page 4 of the solicitation
P. 25 Proposal Format	3. Does the 40 page response limit include resumes?	Yes
P. 2 Key Information	4. Will you consideration for relaxing the due date?	Yes, we will extend to December 16th
P. 4 Background, Contractor Resource Requirements	5. Can the Master Contractor provide some of the candidates or do we have to provide all?	Offerors are encouraged to provide candidates for all positions, but if a qualified resources for certain positions cannot be found, it is acceptable to leave those positions blank.
P. 26 Financial Proposal	For Section 3, Item D (on page 26) "The Financial Proposal should detail the total price proposed by the Offeror for all tasks to be completed under Section 2 of the RFP. The Financial Proposal shall detail the project costs by task to be completed, by person performing the tasks, and the expected hours for each task to be completed," Is there a standard template that the State prefers for this information to be in or can we our own template for Financial Proposal.	A template will be provided via amendment to the RFP. The Exchange will no longer require the development of a price proposal by task.
General	Would the Maryland Health Benefit Exchange (the Exchange) consider an extension of the RFP response submittal date?	Yes, we will extend to December 16th
General	No solicitation # is provided in the RFP. Should the eMarylandMarketplace solicitation number be used as the RFP solicitation number reference in response documents?	It has a number: DHMSO303291
General	Has MD DHMH identified any organizational conflicts of interest (OCIs) with regards to this contract and other contracts a vendor may have or are proposing to within DHMH?	Successful awardees for this opportunity will be precluded from bidding on any other Exchange contracts. There are no anticipated COI concerns with other DHMH contracts, but that must be taken up with the appropriate DHMH procurement officers.

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General	Since insurance regulations such as premium pricing restrictions, guaranteed issue requirements, and elimination of the pre-existing condition, etc. will be integral to the Exchange, will the PMO be responsible for the compliance and incorporation into the HIX implementation? Will the Maryland Insurance Administration (MIA) provide guidance and/or oversight to the implementation and monitoring process?	The PMO is envisioned as being critical for the initial set up of the Exchange. Exchange operations and the split between the functions of the MIA have not yet been determined. The PMO may or may not be involved in the referenced activities.
RFP Section, Background Section 1(3)	In RFP Section 1(3) the RFP states that "The Exchange intends to make multiple awards to the Offerors whose proposals are deemed to be the most advantageous to the Exchange." Given that the Exchange has requested labor categories delineated by task, how will the Exchange reconcile (decouple) work breakdown structures posed by bidders to achieve the multiple award strategy?	The Exchange is most interested in the qualifications of the individuals proposed for the requested positions. Should the Exchange make multiple awards, we will decide how to manage the WBS in a cohesive manner with the multiple contractors.
RFP Section 3, Proposal Format: In RFP Section 3(A)	In RFP Section 3(A) a forty (40) page limit is specified for the Offeror response and in RFP Section 3(C) a twenty (20) page limit is given specifically for the technical volume. What does the forty (40) page limit pertain to?	The 40 page limit includes resumes and any additional information used to support the technical volume.
RFP Section 3, Proposal Format	Although not specified, is an Executive Summary acceptable for inclusion in the Technical Proposal?	Yes
RFP Section 3(B), Technical Proposal, Submission	Does MD DHMH have a preference between Word or pdf electronic formats to be submitted on CD?	We do not have a preference between Word or pdf formats.
General	Can the font for figures and tables be reduced to 9 point and the text to single spaced? Can a font other than Times New Roman be used in figures and tables?	Figures and tables can be in any font so long as they're legible and augment the proposal narrative versus supplanting it.
RFP Section 3(D), Financial Proposal	A price proposal form is provided to address proposed labor category and hourly labor rate. There is no form provided to detail the tasks to be completed by person (labor category) with expected hours. Is Offeror format to detail this requested information acceptable to MD DHMH? In a related question, what annual hours should be used for the associated calculation, e.g., 2080 hours?	An hourly labor rate times 2080 hours for each proposed individual is sufficient for the purposes of producing a price proposal. There is no need to develop cost projections based on task.
RFP Section 3(D), Financial Proposal	Are the tasks to be used for cost calculation purposes from RFP Section 2 the six major tasks listed under RFP Section 2(B) or the associated 17 tasks detailed in the RFP on pages 9 through 16?	Use sections 2(A) through 2(C) as a reference guide for the types of skills and activities required for the proposed resources elaborated in section 2(D). Please price according to the key positions in section 2(D).
Section 4(e), Evaluation Criteria	One of the evaluation criteria is financial stability of the Offeror. How will the financial stability of the Offeror be evaluated as there appears to be no information requested in the RFP to assist in this determination, i.e., audited financial statements, etc.?	Audited financial statements are not required. Please provide any information you feel would be helpful in determining the financial stability and responsibility of your company (e.g., company size, business model, revenue, major contracts, years incorporated).
RFP Section 6(C)	The referenced section specifies that the Offeror must include a completed Certified MBE Utilization and Fair Solicitation Affidavit (Attachment E-1) yet there is no MBE requirement for this RFP and there is no Attachment E-1 provided with the RFP. Please clarify	This requirement will be removed by amendment.
General	Will the Exchange conduct a Best and Final Offer (BAFO) as part of the selection process?	We will conduct oral interviews between December 20th and 21st. Additionally, we may require a Best and Final Offer (BAFO).
RFP Attachment A, Standard Contract, page 33	The standard contract indicates a base period of approximately 18 months with two one (1) year renewal options. We have several related questions to this statement. Does the Exchange want costing information in two parts for the base year of 18 months, i.e., for one year plus 6 months or for 18 months? Does the Exchange want costing information for the base period of 18 months AND the two option periods? Lastly, if the Exchange wants pricing for the two renewal years, can the Offeror include a labor rate escalator for the renewal years?	Separate price proposal into base period and two separate option periods. The offeror may include escalated rates for the two optional renewal periods.

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Standard Contract 4. Rights to Records	Please add to the end of paragraph A: The Offeror is authorized to maintain copies of all information, including Deliverables, necessary to comply with its contractual obligations and applicable professional standards	The Exchange will not entertain changes to the standard contract for this procurement.
Standard Contract 5. Exclusive Use	<p>Please modify this terms as follows:</p> <p>Any advice, recommendations, information, deliverable, or other work product provided to the State by the Contractor under this Contract is for the sole use of the State, and is not intended to be, and may not be, relied upon by any third party. Except for disclosures that are required by law or that are expressly permitted by this Agreement, the State will not disclose or permit access to such advice, recommendations, information, deliverables, or other work product to any third party without the Contractor's prior written consent.</p> <p>Please add:</p> <p>The Offeror shall not have any liability to the State as a result of its use of any unfinished, incomplete, or draft products and materials that are furnished to the State, provided the contractor has notified the state of the incomplete status of such material. The Offeror will also have no liability to the State for modified products or materials developed from the Deliverables submitted to the State as a result of the Offeror's performance.</p>	The Exchange will not entertain changes to the standard contract for this procurement
Standard Contract 7. Confidentiality	<p>Please add:</p> <p>The State acknowledges that Offeror uses third party service providers within and without the United States to provide at Offeror's discretion administrative and clerical services to Offeror. Such third party service providers are obligated to maintain the confidentiality of all information.</p>	The Exchange will not entertain changes to the standard contract for this procurement
Standard Contract 8. Indemnification	<p>Please insert after the words 'disbursements of any character':</p> <p>for death, bodily injury, or damage to tangible property</p>	The Exchange will not entertain changes to the standard contract for this procurement
Standard Contract 9. Non-Hiring of Employees	<p>Please add at the end:</p> <p>on this project. This section shall not apply to publicly advertised positions that do not relate to this project.</p>	The Exchange will not entertain changes to the standard contract for this procurement

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Standard Contract 10. Disputes	<p>Please add at the end:</p> <p>The parties agree to participate in non-binding mediation prior to commencing litigation to resolve any disputes arising out of this contract's performance.</p> <p>Please add the following two terms</p>	The Exchange will not entertain changes to the standard contract for this procurement
Standard Contract 26. Management Responsibility:	Contractor's services may include advice and recommendations, but all decisions in connection with the implementation of such advice and recommendations shall be the responsibility of, and made by, the State. The Contractor will not perform management functions of make management decisions for the State.	The Exchange will not entertain changes to the standard contract for this procurement
Standard Contract 27. Communication:	The State acknowledges the Contractor may communicate with the State by electronic mail or otherwise transmit documents in electronic form during the course of this engagement. The State accepts the inherent risks of these forms of communication (including the security risks of interception of or unauthorized access to such communications, the risks of corruption of such communications and the risks of viruses or other harmful devices) and agrees that it may rely only upon a final hardcopy version of a document or other communications that Contractor transmits to the State.	The Exchange will not entertain changes to the standard contract for this procurement
Pg 8 – Bullet 4 – Line 2	<p>"The Offeror shall perform an assessment of the current agency and ACA early adopter landscape and conduct requirements gathering to make a recommendation for the version of Sharepoint that is the best fit. After conducting the assessment and gathering requirements, the Offeror shall send their recommendation to the Contract Monitor for evaluation."</p> <p>a. Will the requirements gathering effort be supervised by the Contract Monitor or the Offeror?</p>	The expectation is that the contracted resources will perform this work with oversight from the contract monitor
Pg 16-pg 19 – C "Deliverables"	<p>The following paragraph states, "In addition to these deliverables, the successful Offeror will update the Contract Monitor weekly on the progress and status of the work being performed under the Contract, and any findings, issues, and conclusions."</p> <p>a. Will this update come from the Offeror or the Project Manager?</p>	Project Manager
Section 3; Subsection C	Should the Corporate Qualifications be a separate section?	Corporate qualifications should be included as part of the technical proposal.
Section 3; Subsection D	The requirements for the financial proposal do not match the form provided on the eMarketplace website. Please clarify the format desired for the financial proposal.	Revised instructions for financial proposal submittal will be provided via amendment.
Section 3; Subsection C	Is the technical proposal limited to twenty pages or did this mean to say 40?	40 pages is the proposal limit inclusive of any resumes and attachments

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Attachment B	Do we submit an affidavit associated with Attachment B? If so what form should it take?	Please fill out all forms provided with Attachment B. Submission of a signed proposal by an authorized corporate representative will indicate acceptance of all terms and conditions in the <u>request for proposal</u> .
Attachment E-1	Is Attachment E-1 missing or is it no longer necessary since the MBE goal is 0%?	No longer necessary